

OBJECTIVE 11: PUBLIC INSTRUCTIONS AND EMERGENCY INFORMATION

OBJECTIVE

Demonstrate the capability to coordinate the formulation and dissemination of accurate information and instructions to the public.

INTENT

This objective is derived from NUREG-0654 which provides that OROs should have the capability to disseminate to the public appropriate information contained in initial and follow-up messages from the licensee and messages containing instructions on protective actions. (See evaluation criteria in Planning Standards A., E., G., and N.)

This objective is concerned with the demonstration of both the process by which the contents of notification messages containing information and instructions are coordinated among responsible OROs and the clarity, completeness, and accuracy of message content.

This objective encompasses procedures for emergency information and instructions for the general public in the plume and ingestion pathway emergency planning zones (EPZ) during the emergency phase and in the post-emergency relocation, re-entry, and return phase of a radiological incident. The sequence through which these messages are disseminated to the public is covered in Objective 10, Alert and Notification.

DEMONSTRATION CRITERIA

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| E.5.,7. | 1. All messages accurately reflect the decisions made by responsible authorities. |
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Explanation

Responsible OROs should demonstrate the capability to ensure that emergency messages are consistent with decisions made by the appropriate offsite official(s). OROs should also demonstrate the capability to accurately convey information to individuals responsible for the development of notification messages or selection and modification of pre-scripted messages. Demonstration of this capability should include an observable process by which message preparers are informed of the desired content by decision makers and include confirmation that the actual message is consistent with the desired content. Confirmation should involve an actual review and verification sign-off by the decision maker(s) prior to

release of the message.

Responsible OROs should demonstrate the capability to confirm that Emergency Broadcast System (EBS) stations will broadcast the correct message as prepared by responsible OROs. This may include the capability to record the message directly on a tape for use by the station, to access the station for a live transmission, or to use some other means to make sure that any message read over the air will be read as prepared.

Extent of Play

Under this criterion, all activities should be completed as they would be in an actual emergency. These activities should be completed each time an EBS message is prepared for broadcast.

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| E. | 2. Messages contain information and instructions understandable to the public and facilitate initiation of recommended protective actions by the public. |
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Explanation

Responsible OROs should demonstrate the capability to use familiar landmarks and boundaries to delineate the geographic area(s) covered by a protective action(s) described within an emergency message. Descriptions may include such site-specific landmarks as rivers, railroad tracks, buildings, and local government jurisdictions (e.g., townships, villages, and towns). Failure to describe such geographic areas in familiar landmarks and boundaries will result in the identification of a Deficiency. This is because of the critical importance for the public to clearly understand protective action recommendations (PAR) intended to protect its health and safety.

Responsible OROs should demonstrate the capability to ensure that messages are internally consistent and that information contained in the early portion of the message is not contradicted by information contained in the later portion of the same message. Responsible OROs should demonstrate the capability to adapt the contents of EBS messages to take into account and counter rumors that may have a negative impact on overall adherence by the public to protective action recommendations (PAR). Emergency messages should contain information from the rumor control staff, as appropriate. Messages should inform both the public in areas under PARs and the public outside those areas to stay tuned to the EBS station(s) for further information and instructions.

When plans require a non-English language brochure, OROs should demonstrate the capability to develop EBS messages and provide broadcasts in that language.

Responsible OROs should demonstrate the capability to develop emergency messages that are accurate when compared to current accident status information provided by the licensee. Messages should contain clear language and instructions understandable to the public within the plume and ingestion pathway EPZs. In such messages, the plant status should be described by reference to both the potential for or actual release of radioactivity and the emergency classification level (ECL).

Responsible OROs should demonstrate the capability to provide instructions to the public on implementing the recommended protective actions and indicate when and by whom these actions should be taken. Information contained in the instructions should be consistent with, and refer the public to, previously distributed informational brochures. Information should be complete enough to ensure that those individuals without a brochure will know how and when to take appropriate actions.

Responsible OROs should demonstrate the capability to provide new information and instructions in a way that clearly distinguishes previous instructions from current information. This should be supported by an accurate and current log of previous messages available at all times to message preparers.

Extent of Play

Under this criterion, all activities should be completed as they would be in an actual emergency. These activities should be completed each time an EBS message is prepared for broadcast.

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A.1.b. 3. OROs coordinate content of notification messages with all E.5.,7. appropriate staff, organizations, and jurisdictions.

G.4.a.,c.

Explanation

Responsible OROs should demonstrate the capability to coordinate with each other, support organizations such as the American Red Cross, and internal staff on contents of EBS messages, as specified in the plans. This coordination may include sharing of information, joint development of message content, or direction on message contents to several organizations by a central coordinating organization.

ORO should periodically rebroadcast notification even though there is no change in the emergency status.

OROs should maintain copies of all informational and instructional messages that may be used by the Joint Information Center staff, Public Affairs Official(s), media center staff, or rumor control staff.

Extent of Play

Under this criterion, all activities should be completed as they would be in an actual emergency. These activities should be completed each time an EBS message is prepared for broadcast.

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| E.5.,7. | 4. If ingestion pathway measures are exercised, pre-printed J.9.,11.information and instructions are available for rapid reproduction and distribution to pre-determined individuals and businesses. |
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Explanation

Responsible OROs should demonstrate the capability to maintain reproducible copies of information and instructions for ingestion pathway actions for rapid reproduction and distribution to pre-determined individuals and businesses. OROs should demonstrate that they have a listing of organizations (including addresses, contact individuals, and telephone numbers) and type of businesses (e.g., dairy farms) that should receive ingestion-related materials during actual emergencies.

Extent of Play

Under this criterion, the responsible OROs should present both a current copy ready for rapid reproduction and a distribution list for examination by the evaluator.

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| N.1.a. | 5. All activities described in the demonstration criteria for this objective are carried out in accordance with the plan, unless deviations are provided for in the extent-of-play agreement. |
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Explanation

Responsible OROs should demonstrate the capability to follow policies, implement procedures, and utilize equipment and facilities contained in their plans and procedures. OROs should demonstrate that they can follow sequences outlined in the various procedures and perform specified activities, as necessary.

Extent of Play

Under this criterion, all activities should be carried out as specified in the plan, unless deviation from the plan is provided for in the extent-of-play agreement.

CLARIFICATION OF TERMS

Emergency classification level(s) (ECL):

- (1) **Notification of Unusual Event** indicates that unusual events are in process or have occurred that indicate a potential degradation in the level of plant safety. No releases of radioactive material requiring offsite response or monitoring are expected, unless further degradation of safety systems occurs.
- (2) **Alert** indicates that events are in process or have occurred that involve an actual or potential substantial degradation in the level of plant safety. Releases are expected to be limited to small fractions of the Environmental Protection Agency (EPA) protective action guides (PAG) exposure levels.
- (3) **Site Area Emergency** indicates that events are in process or have occurred that involve actual or likely major failures in the plant functions needed for protecting the public. Releases are not expected to exceed EPA PAG exposure levels, except near the site boundary.
- (4) **General Emergency** indicates that events are in process or have occurred that involve actual or imminent substantial core degradation or melting, with potential for loss of containment integrity. Releases can reasonably be expected to exceed EPA PAG exposure levels offsite, beyond the immediate site area.

Emergency information refers to material designed to improve public knowledge or understanding of an emergency.

Emergency instructions refers to information provided to the general public during an emergency pertaining to protective action recommendations for actions such as evacuation and sheltering.

Emergency phase refers to the initial phase of response actions, during which actions are taken in response to a threat of release or a release in progress.

Re-entry refers to temporary entry of individuals into a restricted zone under controlled conditions.

Relocation refers to a protective action, taken in the post-emergency phase, through which individuals not evacuated during the emergency phase are asked to vacate a contaminated area to avoid chronic radiation exposure from deposited radioactive material.

Rumors refers to information circulated by individuals and organizations during an emergency that may or may not be true. (Usually, rumors originate and are spread on an ad hoc, not official basis.)